BT Remote Access

Client User Guide

More connections. More possibilities.

BT

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1 Section 1: Introduction

BT I-Connect is a PC application that performs the task of configuring Windows Networking for use with BT Remote Access. BT I-Connect runs under Microsoft Windows 98 SE, Windows ME, Windows 2000 (SP3 or higher) and Windows XP (Home/Professional).

BT I-Connect is a portfolio of private and public access services to meet your remote access needs. Before installing BT I-Connect please check with your account team to ascertain which BT Remote Access service your company subscribes to.

Back up

1.1 How to Use Help

Nearly all possible issues that may crop up while using the Client are covered in this Help file. There are handy hints and tips for those of you who may not be that familiar with computer software, and there are also brief overviews for those users more comfortable with applications.

If you come across a problem while using BT I-Connect, we recommend you first look through the Help file and the included Support section, before contacting BT I-Connect Support.

Help Conventions

To make things easier while using this Help file, we have incorporated the use of different fonts to help describe functions more clearly:

The **command font** is used to indicate a button or menu choice like the ones illustrated below:

> Click the **Connect** soft key to continue.
> Choose BT I-Connect from the **Start -> Programs**

The `file font` indicates file or folder names like the one given below:

> Your user profiles can be found in `"\BT I-Connect\profiles\<name_of_logged_in_user>"`

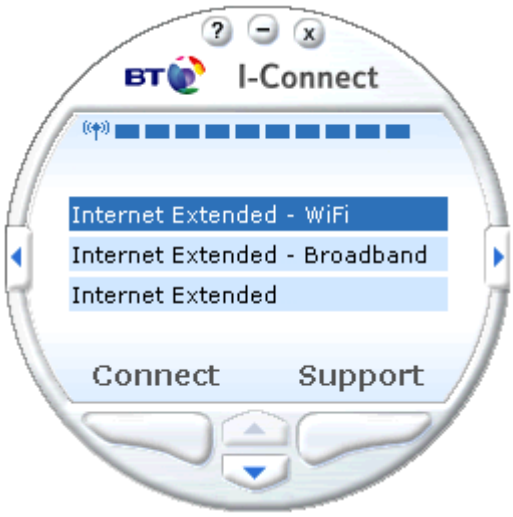
The `profile font` indicates connection profile entry names like the one given below:

```
VPN User Name
```

Back up

1.2 Basic Features

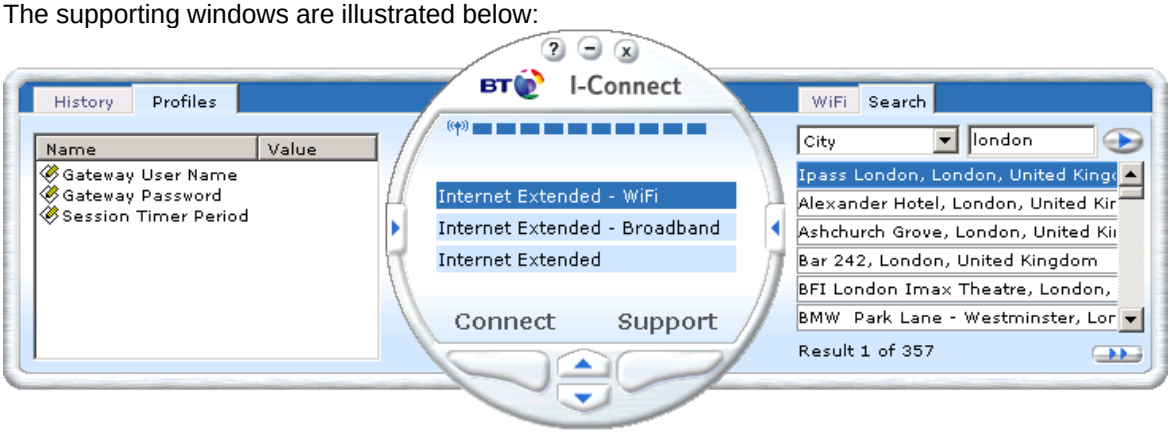
Shown below is a typical view of the BT I-Connect Main Window when first started. Note that the connection profiles listed in the central *activity* window will be specific to you and therefore the ones used in this guide are for example only.



The operation of BT I-Connect is designed to be intuitive, but also provides additional *Tool Tip* help whenever you hover your mouse over a particular item on the interface. However, to better understand the way BT I-Connect works, we have put the basic features into these primary sections:

- Icons
- Main Window
- History Window
- Profiles Window
- Search Window

The supporting windows are illustrated below:



Back up

1.2.1 Icons

In this section you will learn more about the icons you are likely to encounter while using BT I-Connect.

This icon is located on your desktop. Double clicking this icon will start the application.

This icon is located in the program section of your start menu. Selecting this icon will start the application.

Upon launching BT I-Connect the following icons can be seen in your task bar (at the bottom of your screen) and your system tray (at the bottom right hand side of your screen), depending on the current operation:

This cyan icon is shown when there are no connections in progress.

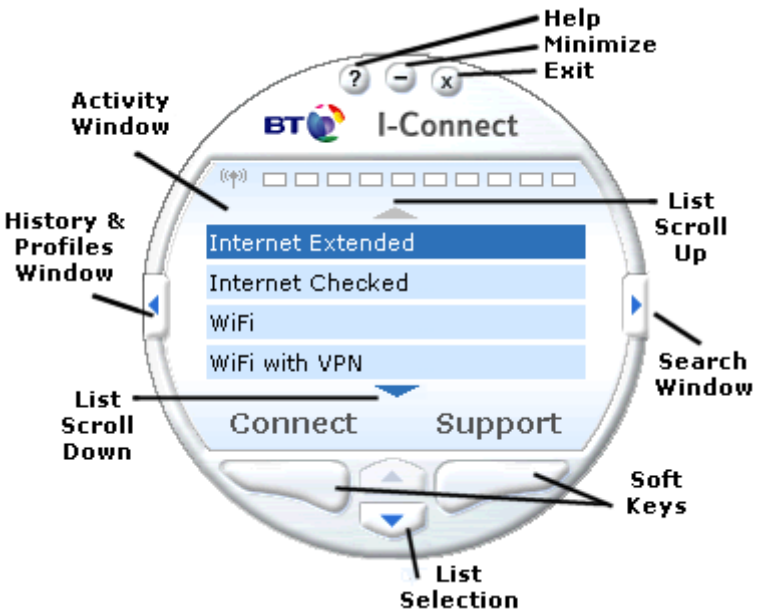
This yellow icon is shown whilst a connection is being initiated.

This green icon is shown when a connection has been successfully established. It will normally be accompanied by the icon in your system tray to indicate that you are also running a VPN connection to your corporate network.

Back up

1.2.2 Main Window

The layout of the BT I-Connect main window is shown below:



At the top of BT I-Connect you will find the (**?**) *help*, (**-**) *minimize* and (**x**) *exit* buttons. These work in the same way as other Windows applications by opening the help guide, minimizing the window to the taskbar and exiting the application completely. Note that you cannot exit the client if a connection is in progress, you must always disconnect first.

The centre *activity window* initially displays a list of the installed connection profiles, but can also contain connection prompts and status information for an active connection. Should there be more connection profiles installed than the window can display, additional 'on screen' *scroll* controls will be shown above and below the list as appropriate.

The purpose of the *soft key* buttons will change according to the action you are trying to perform. In

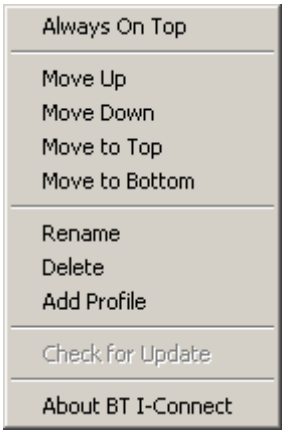
the example above, the text **Connect** appears above the left-hand side soft key and the word **Support** appears above the one on the right. The **Connect** button will be present if the currently selected profile is valid for a connection, for instance, when the required hardware is present on your system. The **Support** button will show you the Support information for the selected connection profile. Other soft key functions may include **Disconnect**, **OK** and **Cancel**. Tip: You can also double click the soft key text instead of pressing the actual button.

The *selection* buttons, between the two soft keys, allow you to change the currently selected connection profile in the activity window, by moving the highlighted item up and down through the list.

The lower two buttons on the BT I-Connect interface, open and close the additional support windows. The one on the left controls the History and Profiles window, whilst the one on the right controls the Search window.

Context Menu

If you right click your mouse on the main window, then the context menu shown below will appear. Each item in the menu will only be enabled if it is relevant and will be controlled by the currently selected connection profile and other operations that may be taking place.



The first set of commands apply to the ordering of the connection profiles within the activity window and will allow you to place frequently used items towards the top of your list. These commands apply to the currently selected connection profile item.

Always On Top causes BT I-Connect to always appear as the foremost application when running.

Move Up allows you to move a profile one up on the list in the main window
Move Down allows you to move a profile one down on the list in the main window
Move to Top allows you to move a profile to the top of the list in the main window
Move to Bottom allows you to move a profile to the bottom of the list in the main window

The next section of commands is to administrate over your connection profiles

Rename allows you to rename the currently selected profile
Delete allows you to delete the currently selected profile if you so wish
Add Profile allows you to open a profile (`.btp` file) from disk and add to your list. Tip: You can add a profile by drag & dropping a `.btp` file onto the interface window from a File Explorer window.

The final command is **About BT I-Connect Access Client** and this allows you to view which version of BT I-Connect you are currently using.

System Tray Menu

Right clicking on the system tray Icon will display the window control menu as shown below:

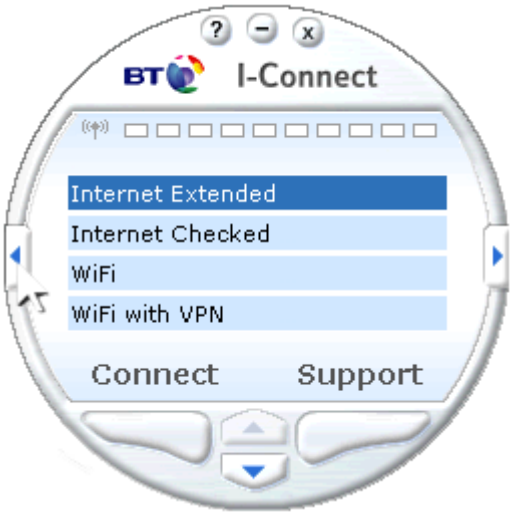
Show will restore a currently *minimized* or *hidden* window
Hide removes the client window display from the desktop and taskbar
Exit closes down the application. Note that you cannot exit the client if a connection is in progress, you must always disconnect first.

Back up

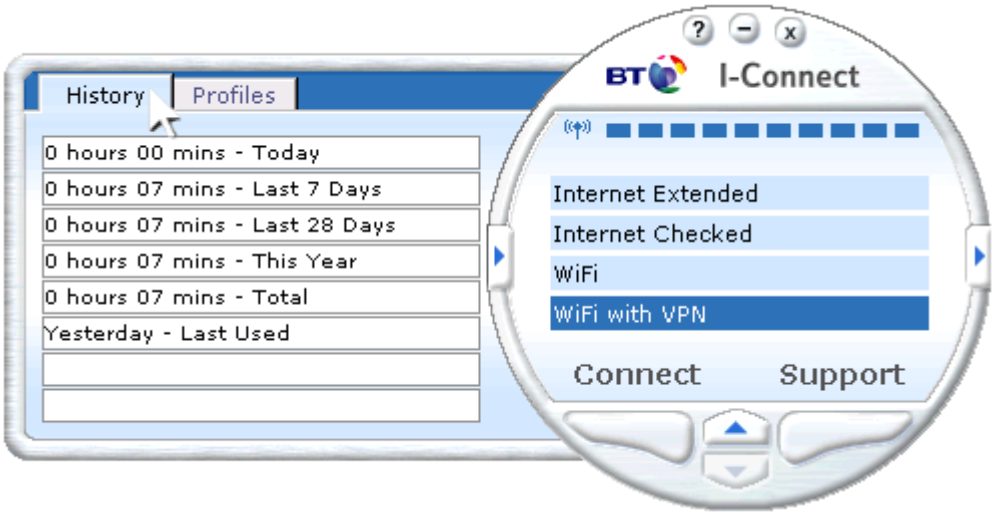
1.2.3 History Window

The history window will show your accumulated usage history of each connection profile installed in BT I-Connect. In other words, you will be able to see how much you are using each connection method over specific periods of time from the last day to the last year.

To open the history window, click on the bottom left hand arrow key to show the left hand panel, then select the **History** tab.



To show the history of your chosen profile, select the profile from the list in the main menu of the *activity* window and the details of that profile will automatically update in the history window.

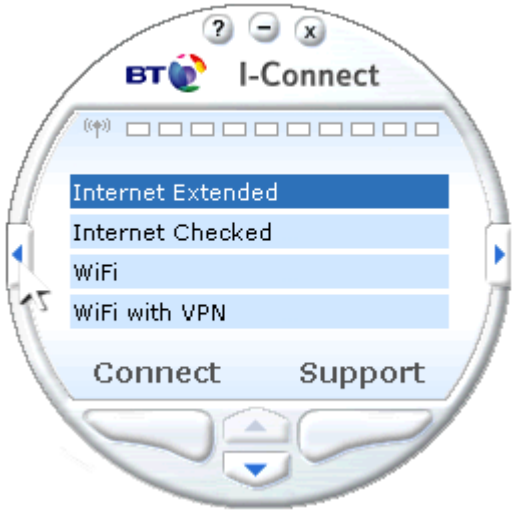


Back up

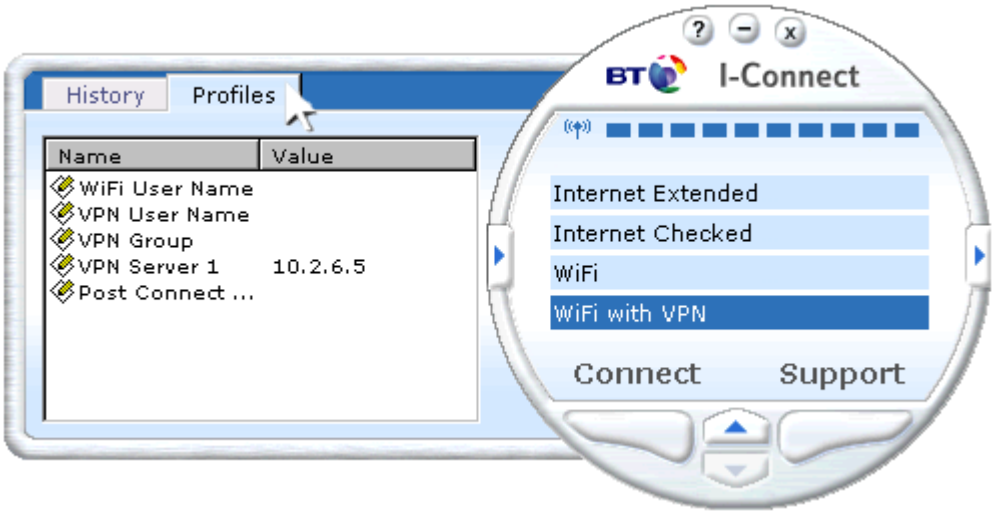
1.2.4 Profiles Window

The profiles window displays the details of each installed connection profile of BT I-Connect. Profile entries may be edited if necessary, in order to configure details such as your user name.

To open the profiles window, click on the left hand arrow key to show the left hand panel, then select the **Profiles** tab.



To show the details of your chosen profile, select the profile from the list in the main menu of the *activity* window and the details of that profile will automatically update in the profiles window.

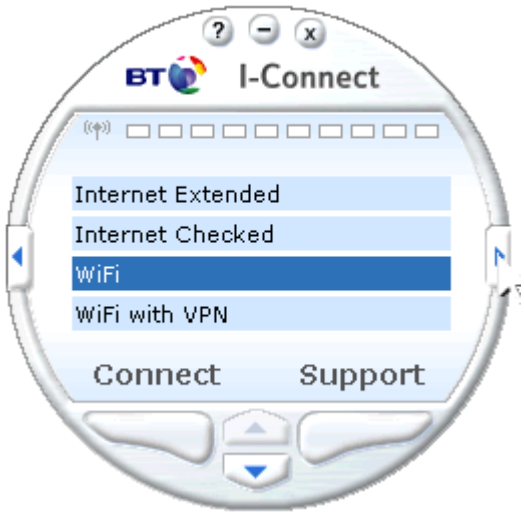


- How to install a profile
- Checking and modifying profiles

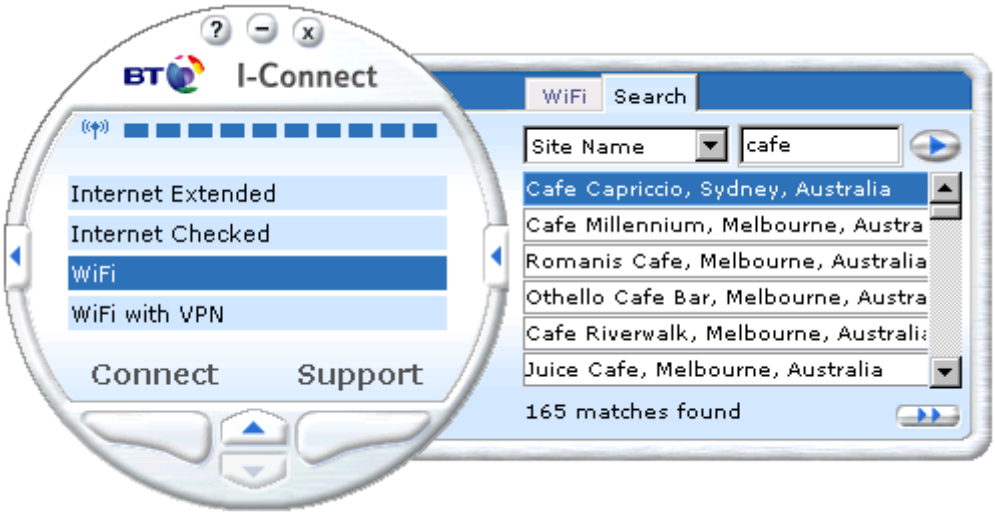
Back up

1.2.5 Search Window

Depending on your type of account, this window allows you to search for international dial and WiFi Wireless access points. The search window can be accessed by clicking on the right hand side arrow key when a profile is selected.



For full details of international dial searches, see Connecting using International Dial..



This window is also used with the WiFi capability of BT I-Connect. For more information, see Searching for WiFi Access Points

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1.3 About Connection Profiles

Connection profiles are files containing your user and access method details. These provide BT I-Connect with information required for connecting remotely to the Internet or your corporate network.

For more information, see:
- How to Install a Profile

Your installed profiles are listed in the central *activity* Main Window of BT I-Connect. Depending on the configuration of the profiles installed on your PC, you can view and edit certain entries, such as User Names and Passwords.

When a profile is selected the left *soft key* should change to 'Connect'. If it does not, this is due to the profile being disabled for some reason. Hover the mouse over the profile name to show a *Tool Tip* giving the reason why.

For more information, see:
- Checking and Modifying Profiles

Back up

1.3.1 How to Install a Profile

To install a connection profile in BT I-Connect simply follow these steps:

- Profiles are available from BT I-Connect Support as a `.btp` file or downloadable from a web page.
- Double click the supplied profile from its current location on disk or the web page to install it in the client. If the profile is on disk, then you can also drag and drop it on to the client window from a File Explorer window.
- You will be prompted to rename the profile if one of the same name already exists or just keep the

same name to replace the existing profile.
•The newly installed profile will be visible at the top of your profile list in the activity window.
•You can move the new profile down your list using the right click Context Menu commands.

If any problems are encountered during this process please refer to the Troubleshooting section of this guide.

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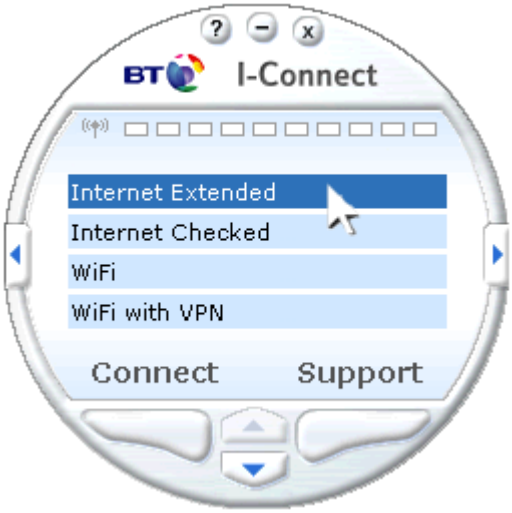
1.3.2 Checking and Modifying Profiles

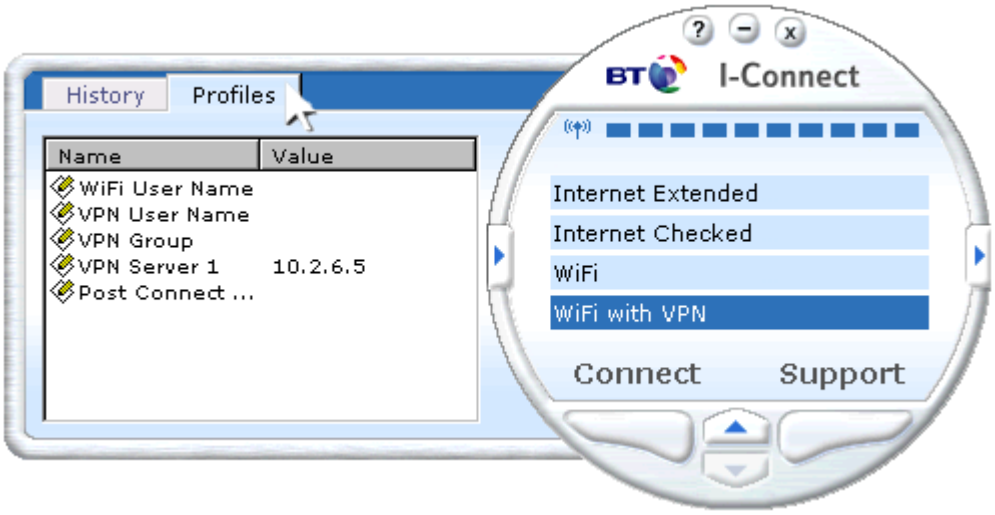
At times you may need to check or modify the information in your BT I-Connect profiles. This could be because your profiles are generic and have to be configured especially for your use.

In order to check or modify settings in your profiles, please follow the steps shown below.

Step 1:
Select the profile you wish to modify by clicking on its entry in the BT I-Connect activity window:

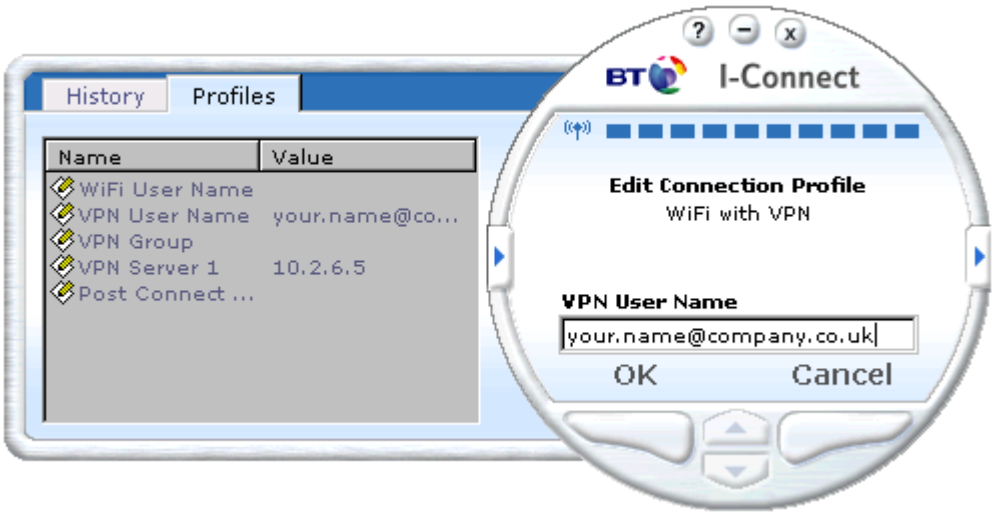


Step 2:
Open the history/profiles window by clicking the left hand arrow key and then select the **Profiles** tab at the top of the window.



Step 3:
You can check that the profile entry you want to modify is editable by looking at the icon next to the profile: a pen on a white piece of paper means that you can edit this profile entry, whilst a greyed out piece of paper means that it is read only.

Step 4:
Double click the profile entry you want to modify. The profile entry will appear ready for editing in the activity window of BT I-Connect.



Step 5:
Make your required changes to the profile entry and then confirm the new value by clicking the **OK** soft key.

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1.3.3 User Names and Passwords

When a profile is first used you will be prompted to enter your BT Remote Access user name and password (referred to as `Gateway User Name` for WiFi profiles, and `Dial User Name` for all other types of profiles). On subsequent connections you will only have to enter your password as BT I-Connect will automatically remember your user name. Here is a breakdown of the different user name and password pairs that you may encounter while using BT I-Connect.

User name or Password:	Description:
`Dial User Name`	This is your BT Remote Access user name, and is used for all dial-up connection. It is saved in the profile after your first connection.
`Dial Password`	This is your BT Remote Access password and is used to authenticate you when connecting. This value is not saved in the profile, unless it's for a GPRS connection which typically have a common user name and password across all users.
`Gateway User Name`	Like `Dial User Name`, this is your BT Remote Access account user name, and is used for all WiFi connections. This value is typically saved in the profile after your first connection.
`Gateway Password`	Like `Dial Password`, this is your BT Remote Access password but used for WiFi connections.This value is not normally saved in your profile.
`VPN User Name`	If you choose to use a VPN client, this is the user name you will use to log on to your corporate network. This value is typically saved in the profile after your first connection.
`VPN PIN/Password`	This is the PIN or password value used to verify access to your corporate network using a VPN client, and is used in conjunction with the `Secure Token` value. It is not recommended that this value be saved in your profile.
`Secure Token`	This is the periodically changing number that appears on your secure access dongle. It is used in conjunction with the `VPN PIN/Password` value to verify your corporate network account access. You are required to enter the current value each time you log on.

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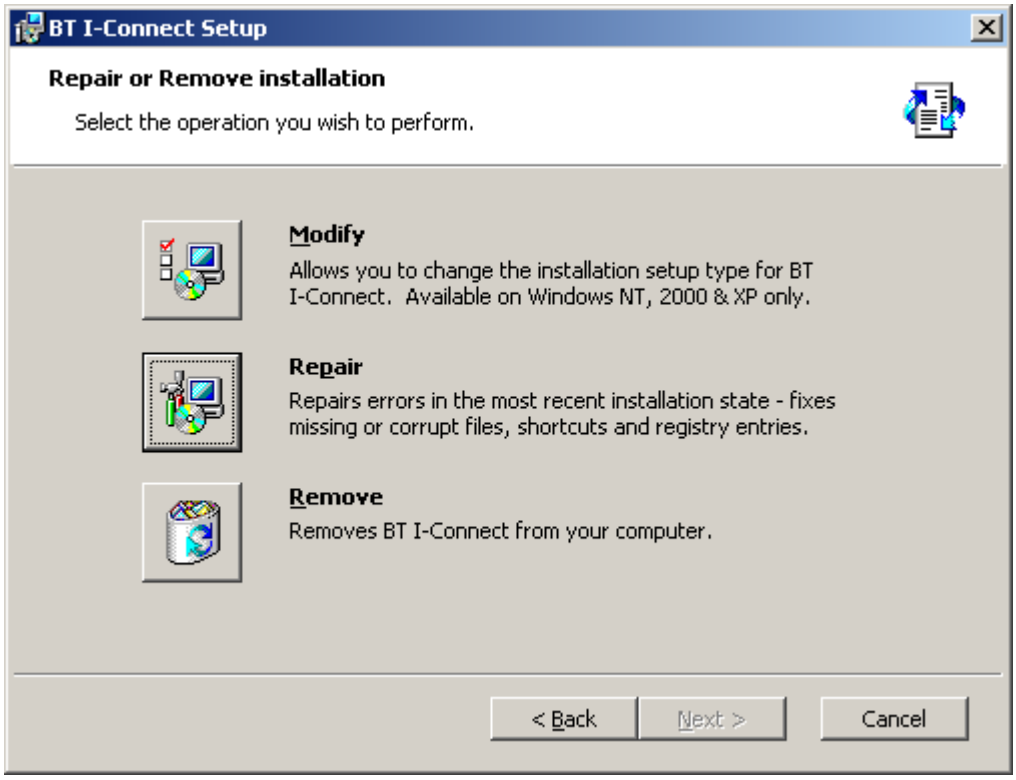
1.4 Client Installation Type

BT I-Connect can be installed in two ways, **Standard** and **Advanced**. Please note that you require administrator privileges to install BT I-Connect on Windows NT/2000/XP.

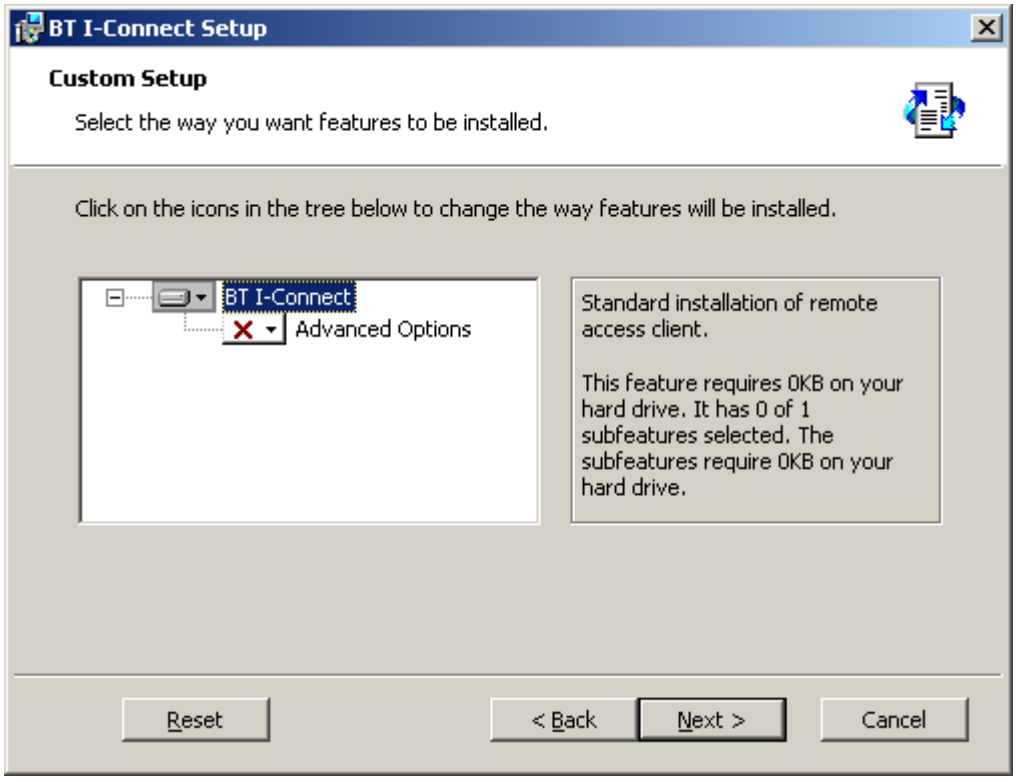
Standard installation installs BT I-Connect as a normal application that you run when you have logged into Windows.

Advanced installation (Windows NT/2000/XP only) causes BT I-Connect to appear before the Windows log on screen. This allows you to establish a connection to your corporate network before you log into Windows, meaning when you do log in you are authenticated remotely. Windows NT users please see this note before installing in advanced mode.

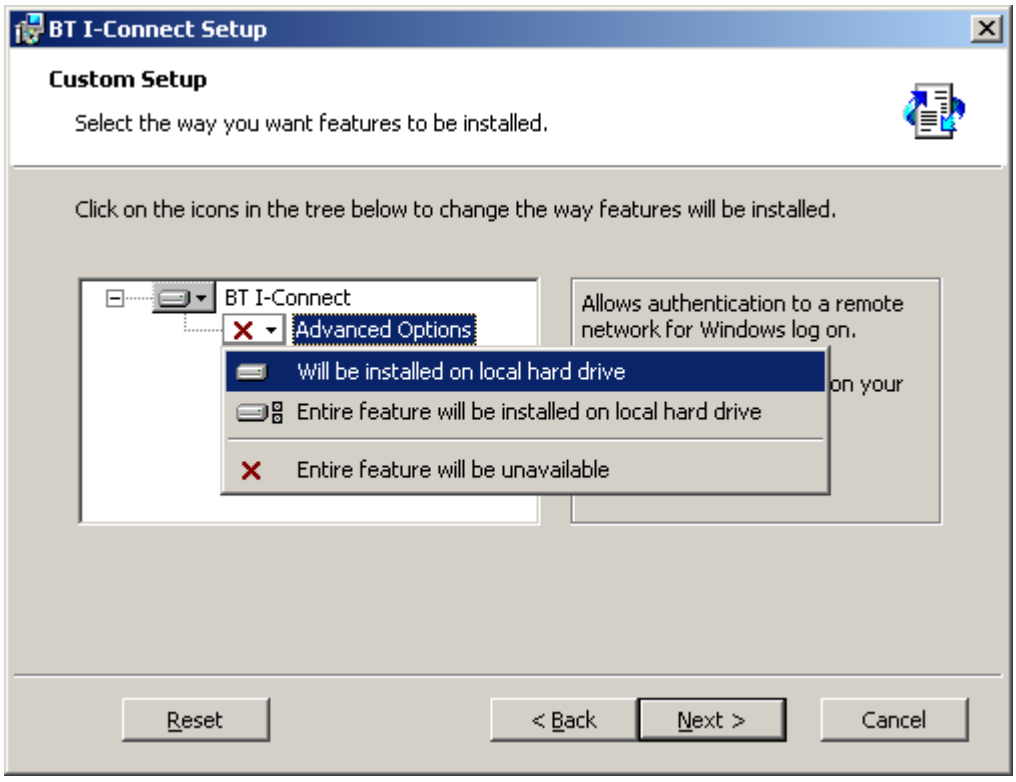
To change your installation method (administrator rights on your PC are required) go to *Add/Remove Programs* in Windows *Control Panel*, and select BT I-Connect. A *change* button should appear, click it. The following dialog will appear:


BT I-Connect Setup
Repair or Remove installation
Select the operation you wish to perform.
Modify
Allows you to change the installation setup type for BT I-Connect. Available on Windows NT, 2000 & XP only.
Repair
Repairs errors in the most recent installation state - fixes missing or corrupt files, shortcuts and registry entries.
Remove
Removes BT I-Connect from your computer.
< Back
Next >
Cancel

Click *Modify* to modify the installation type, the following screen will appear:


BT I-Connect Setup
Custom Setup
Select the way you want features to be installed.
Click on the icons in the tree below to change the way features will be installed.
BT I-Connect
Advanced Options
Standard installation of remote access client.
This feature requires 0KB on your hard drive. It has 0 of 1 subfeatures selected. The subfeatures require 0KB on your hard drive.
Reset
< Back
Next >
Cancel

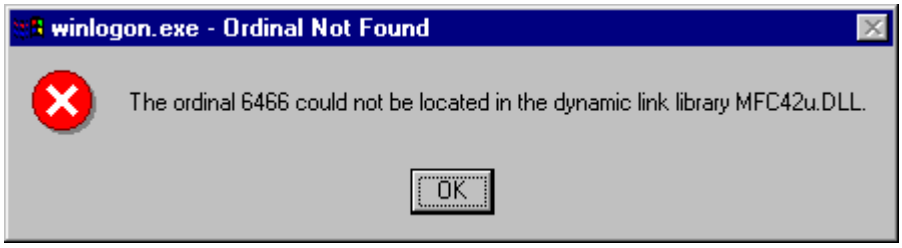
Click the *Advanced Options* drop-down icon, select 'Will be installed on local hard drive' to change to the advanced version of BT I-Connect, select 'Entire feature will be unavailable' to change to the standard version of BT I-Connect.


BT I-Connect Setup
Custom Setup
Select the way you want features to be installed.
Click on the icons in the tree below to change the way features will be installed.
BT I-Connect
Advanced Options
Allows authentication to a remote network for Windows log on.
Will be installed on local hard drive
Entire feature will be installed on local hard drive
Entire feature will be unavailable
Reset
< Back
Next >
Cancel

You will be prompted to restart if you change versions, click 'Yes' when this prompt appears to restart, or 'No' to restart manually.

Note for Windows NT users installing advanced mode:

You **must** have version number 6.00.8665.0 or higher of the Windows component `mfc42u.dll` present on your system **prior** to installing BT I-Connect. If you do not, BT I-Connect will fail to load and Windows will report the following error at the log on screen:



You can check the version number of this component by doing the following:

- Locate the file in folder `c:\winnt\system32` (assuming Windows is installed on your `c:` drive).
- Right-click it once and select 'Properties' from the menu that appears.
- Click the 'Version' tab.
- The version number should be the first item listed.

If you require an updated version of the component there is an update available from Microsoft which installs the latest version (as well as other associated Windows components) - see http://support.microsoft.com/kb/g259403 for the self-extracting executable named `VC6RedistSetup_enu.exe`.

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Back up

2 Section 2: Getting Started

This section will guide you through the various processes used to connect using BT I-Connect. You will be provided with step-by-step instructions on:

- Running the Client
- Connecting using WiFi
- Connecting using Broadband and
- Connecting using International Dial

If you experience any problems whilst connecting please consult the FAQ and troubleshooting sections.

Back up

2.1 Running the Client

BT I-Connect can be installed on your machine in one of two ways depending on yours/your business's requirements.

Standard Installation

If your machine starts up with the normal Windows log-on dialog, then once you have logged on to the desktop, you just run BT I-Connect like any other application:

Locate the BT I-Connect icon on your desktop and double click to launch the application. Alternatively, click on the icon from the **Start->Programs->BT I-Connect**.

When you have started running BT I-Connect, then this icon will show in your system tray at the bottom right hand side of your screen.

You are now ready to make a connection, see Connecting using WiFi, Connecting using Broadband and Connecting using International Dial for details.

Advanced Installation

If your machine has been configured to authenticate your Windows log-on with your corporate network *before* allowing access to the desktop, then BT I-Connect will run automatically at Windows start-up. Note that some machines will show a welcome dialog before the client is visible and you should cancel this to continue (normally by pressing **Ctrl+Alt+Del**).

You are now ready to make a connection, see Connecting using WiFi, Connecting using Broadband and Connecting using International Dial for details.

When your connection has been established, you will be prompted with the normal Windows log-on dialog box and this will authenticate directly with your corporate network to allow access to the Windows desktop. Upon a successful log on, the client will remain connected as you enter your Windows desktop.

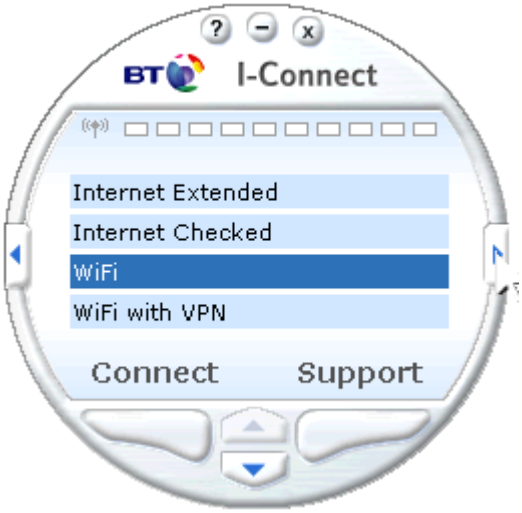
Should you wish to end your initial connection and exit BT I-Connect, then you can make a subsequent connection by re-running the client as detailed for the Standard Installation above.

2.2 Searching for WiFi Access Points

If you are out and about and need to access to the Internet, you can use WiFi access points with an appropriate account. For a brief summary on searching for WiFi access points click here.

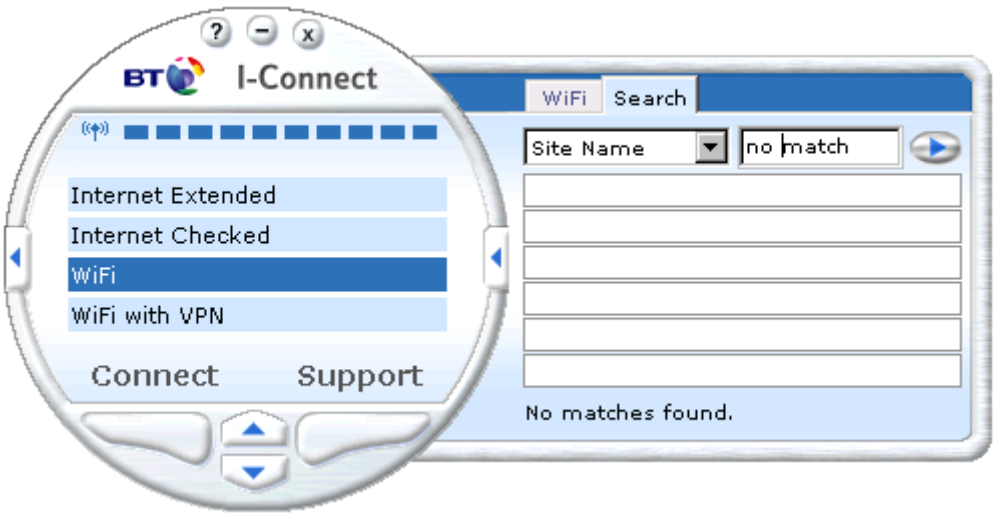
The following steps show how to search for BT I-Connect access points using the quick search method.

Step 1:
Open the search window by clicking on the right hand side arrow key.

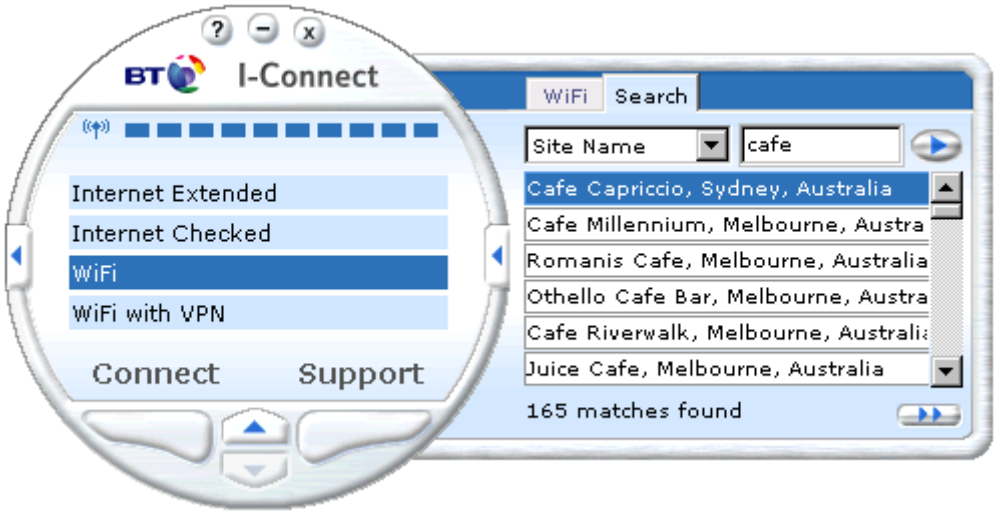


Step 2:
From the drop down menu, choose a search type of **Site Name, City or Country** as appropriate. In the text field, enter your search value which can be a partial word or address. Click the **arrow** button to perform the search.

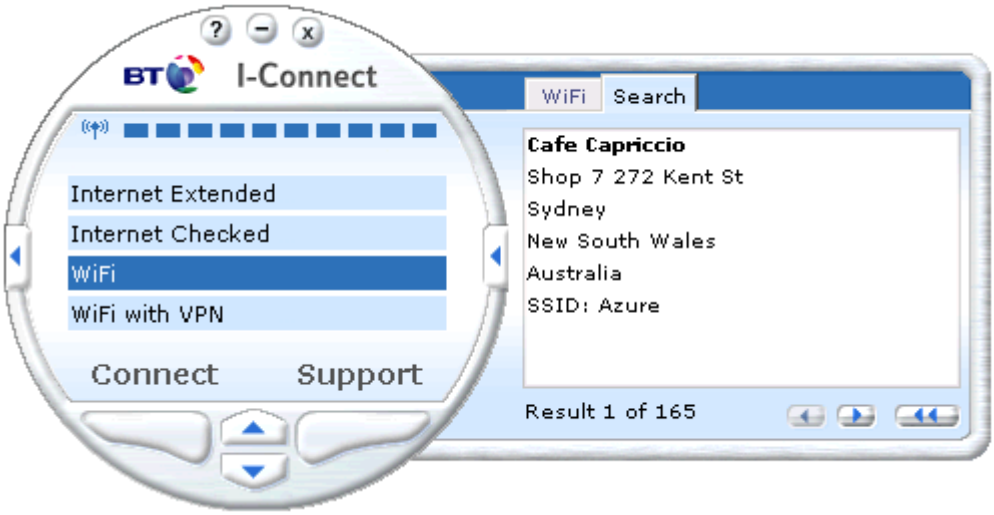
If your search returns no matches, then an empty results window is shown, as below. Tip: Always check your search text for spelling mistakes or use partial words and names to get better search results:



A valid search will return a list of all matches and show the total number found. In this case we are using the example of *manchester* and there are 165 matches:



Step 3:
To display the full details of a result, either double-click the entry or select the entry and click the **double forward arrow** button:



Step 4:
You can display the full details of other matches by using the **previous arrow** and **next arrow** buttons, or return to the main search window by clicking the **double back arrow**. In addition, you can right-click the full details and select copy, allowing you to paste the details into other Windows programs for printing/emailing.

Summary

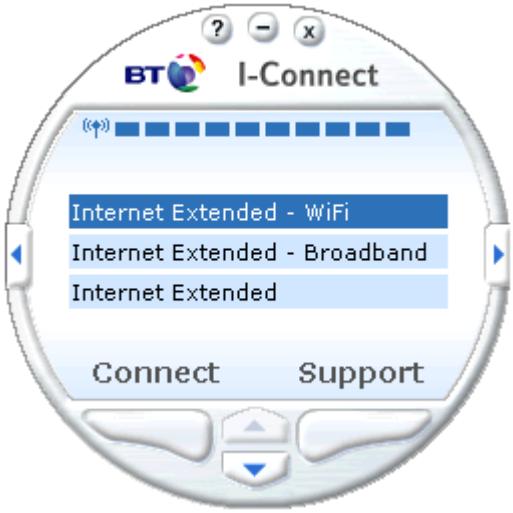
1. Open the site search support window.
2. Select either **Site Name, City or Country** and enter the match text of the search.
3. You can display the full details of a search result by clicking the double arrow button.
4. View other results using the previous and next arrows, or the back button to return.

Back up

2.3 Connecting using WiFi

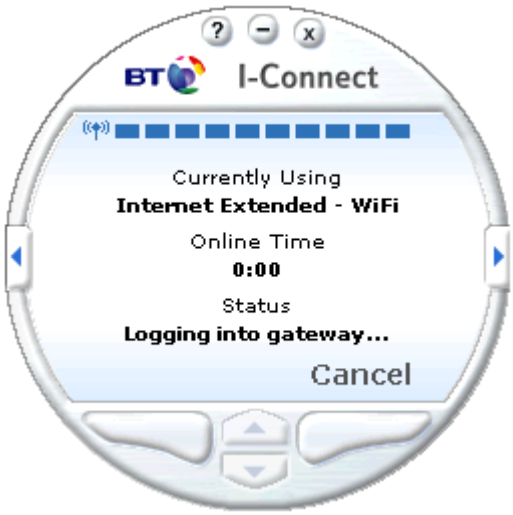
Before using a wireless connection for access you need to be within range of an access point, this is indicated by the WiFi profile being enabled in the main window. If it is disabled this is either because you are not in range of an access point, or your WiFi device is not present or not functioning correctly. For help in locating WiFi access points go to Searching for WiFi Access Points. For a brief summary on connecting using WiFi click here.

Step 1:
Select your WiFi connection profile in the BT I-Connect activity window and click the **Connect** soft key. BT I-Connect will begin to configure your WiFi card to connect to the best available access point.



Step 2:
Enter your BT Remote Access user name and password in the space provided and click **OK** to continue.

Step 3:
You will now be logged on to the WiFi network, as shown below:



Summary

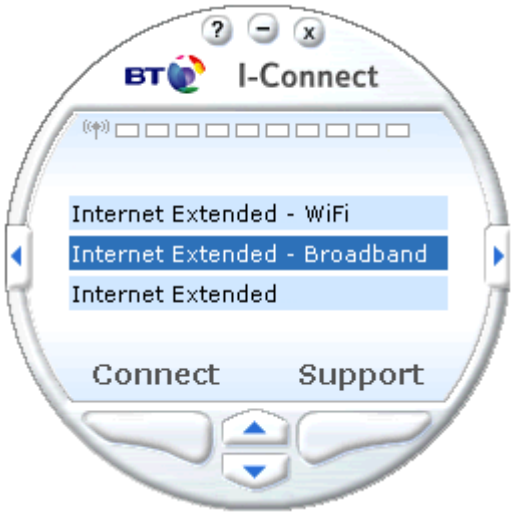
1. Select your WiFi connection profile in the activity window. Click the **Connect** soft key.
2. Enter your BT Remote Access user name and password and click **OK**.
3. Your account details will now be verified with the WiFi network.

Back up

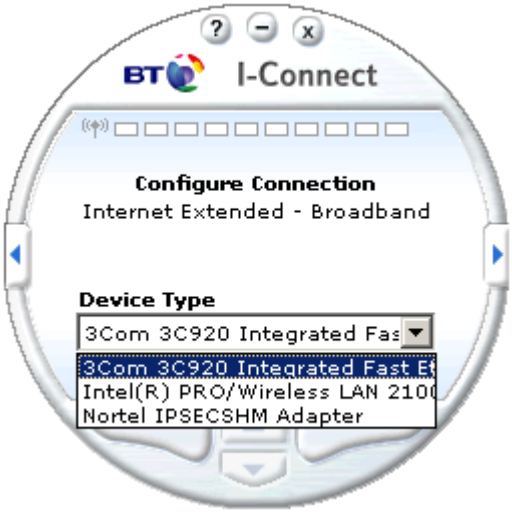
2.4 Connecting using Broadband

There are numerous BT I-Connect-enabled locations world-wide that provide wired broadband access through Ethernet. The steps below show how to connect this way with BT I-Connect.

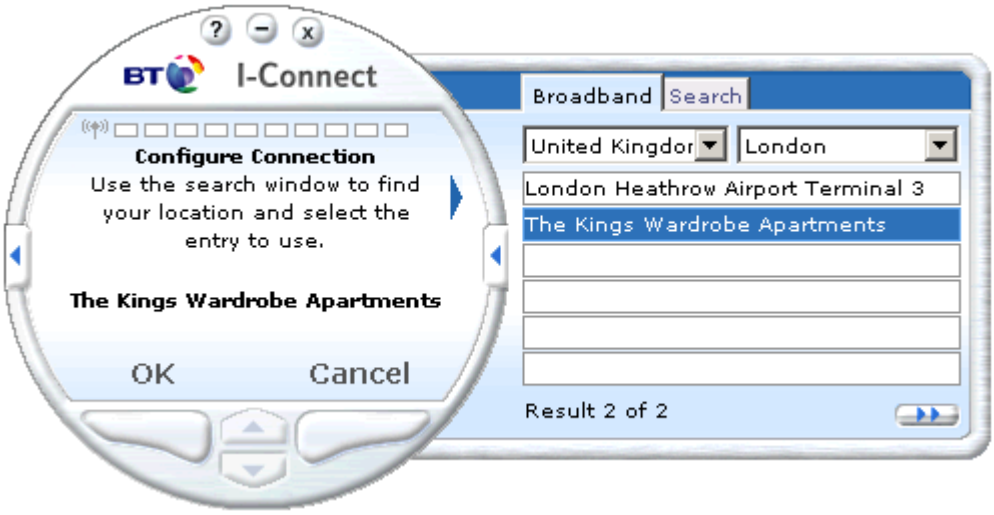
Step 1:
Select your broadband connection profile in the BT I-Connect activity window and click the **Connect** soft key.



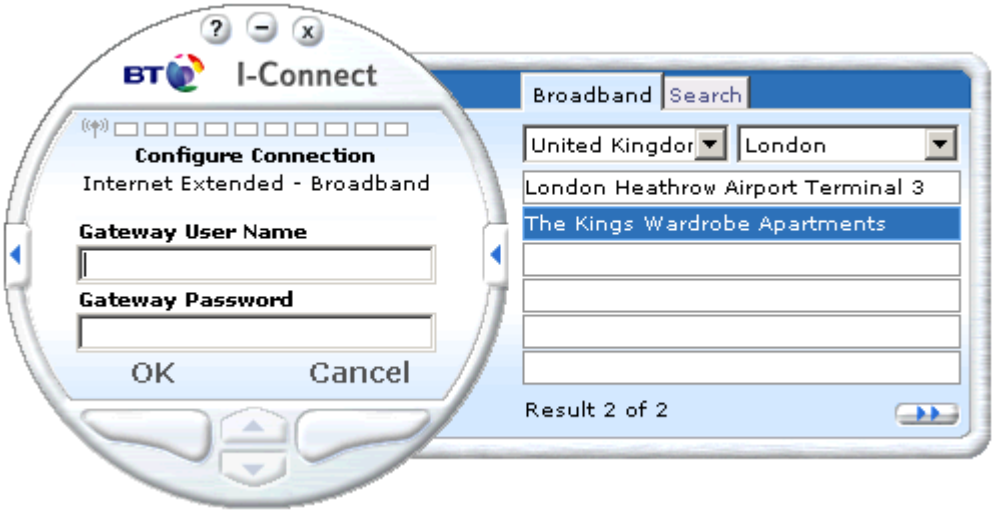
Step 2:
If you're using this profile for the first time, BT I-Connect will first prompt you for the LAN device to use. Select your LAN device and click **OK** to continue.



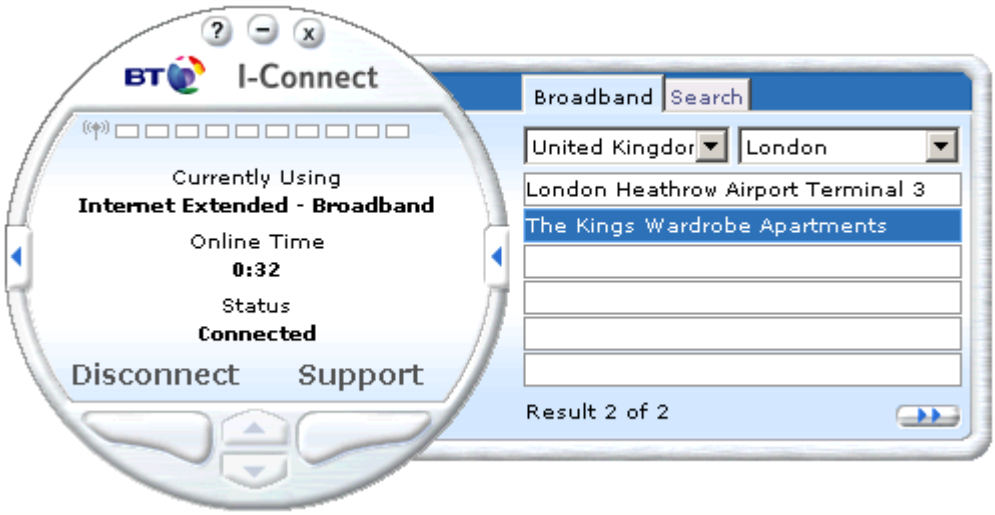
Step 3:
You will now be prompted to select the connection from the search window. Select the location you are in and click **OK** to continue.



Step 4:
Enter your BT I-Connect username and password and click **OK** to continue.



Step 5:
You should now be authenticated and then connected.



Summary

1. Select your broadband connection profile in the activity window and click the **Connect** soft key.
2. Select your PC's LAN device from the drop-down list and click **OK**.
3. Choose the location you are in from the search window.
4. Enter your BT I-Connect username and password in the spaces provided and click **OK** to log in.
5. After being authenticated you should be connected.

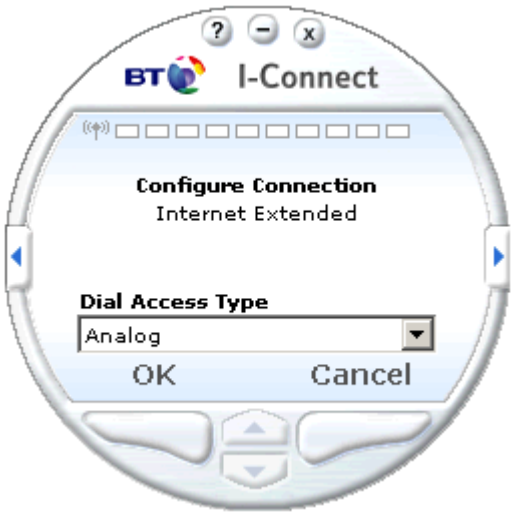
Back up

2.5 Connecting using International Dial

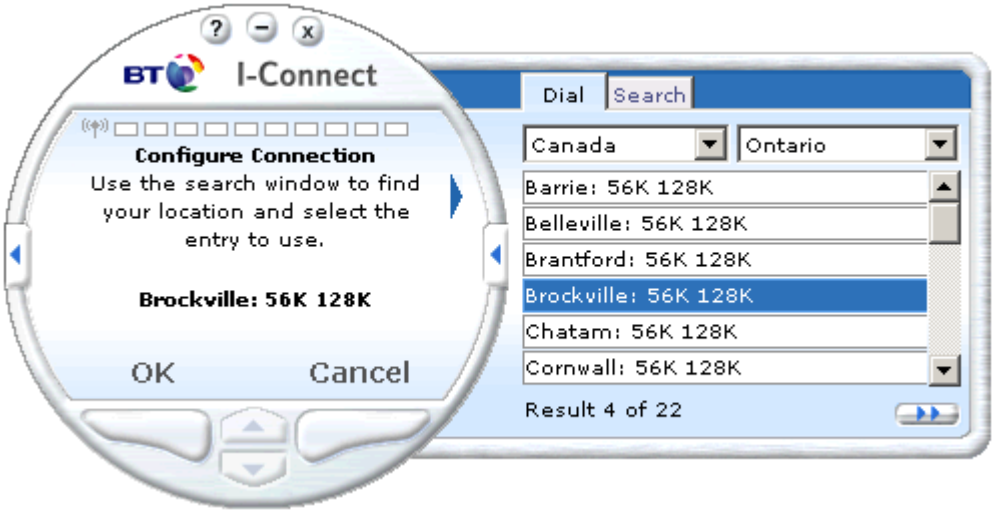
Here's how to connect to your corporate network using the BT I-Connect International Dial option. International Dial allows you to connect from an international location using a database of literally hundreds of international Internet Service Providers (ISPs). For a brief summary on connecting using International Dial click here.

Step 1:
Select your International Dial connection profile in the central activity window. Click the **Connect** soft key.

Step 2:
Select the type of access you are using to make your connection.

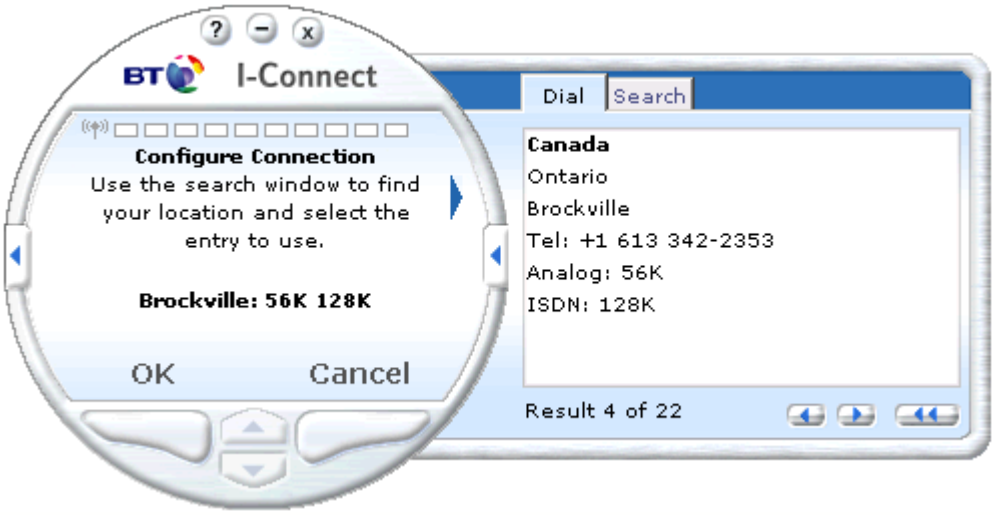


Step 3:
In the search window there are two drop down menus for **Country** and **Region**. Select the country and if applicable, the region you are in. Choose a connection from the available list.

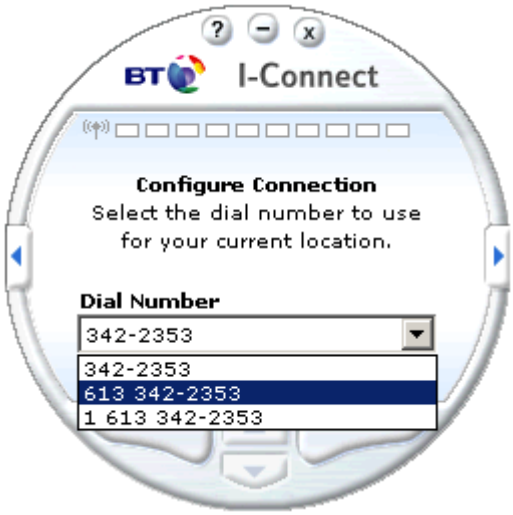


Step 4:
To display the full details of a result, select your chosen item and then either double click the entry or click the **double forward arrow** button. You can display the full details of other matches by using the **previous arrow** and **next arrow** buttons, or return to the main search window by clicking the **double back arrow**.

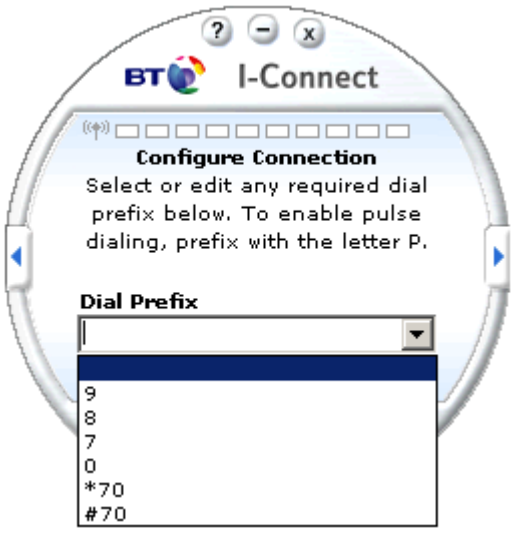
When you have decided on a number to dial, ensure it is the current selection and press the **OK** soft key.



Step 5:
BT I-Connect will show the available ISP numbers for a location in a drop down. Note: more than one number may be presented to allow local, national or international access. In general, you should use the first number shown. To dial the selected number, click **OK**.

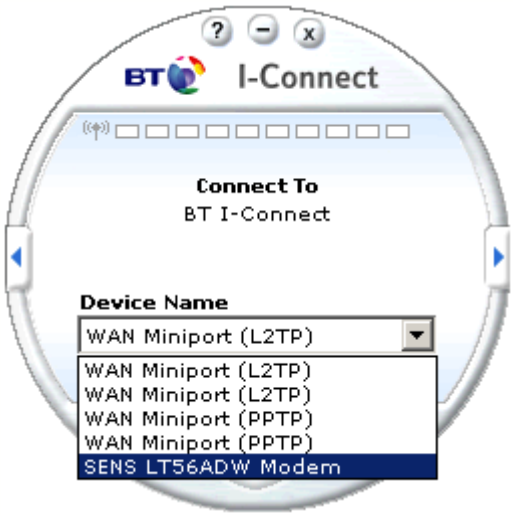


Step 6:
You may need to prefix the ISP dial number with a local number in order to gain access to an outside line. You can select a number prefix number from the drop down box or enter your own one. You can also enter the letter **P** to force *pulse* dialling for use with an old style telephone system: BT I-Connect will use *tone* dialling by default. Click the **OK** soft key to continue.

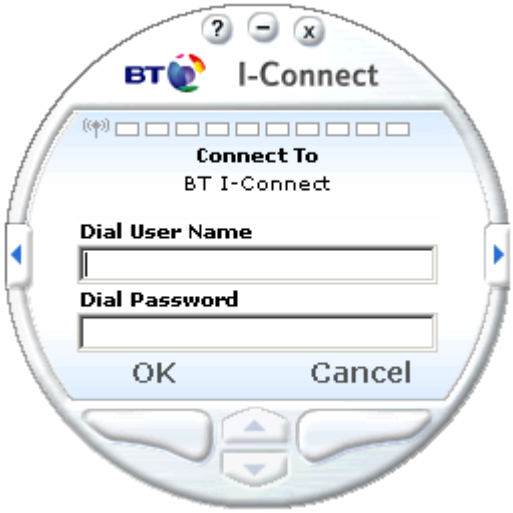


Step 7:
If this is your first attempt at connecting using International Dial you will be prompted to select the phonebook entry to use. By default BT I-Connect highlights the 'BT I-Connect' phonebook as this is the recommended entry for use with international dial connections. Select the 'BT I-Connect' phonebook entry and click **OK**.

Step 8:
If this is your first attempt at connecting using International Dial you will be prompted to select the modem to use for this connection. Select it from the drop-down box and click **OK**.

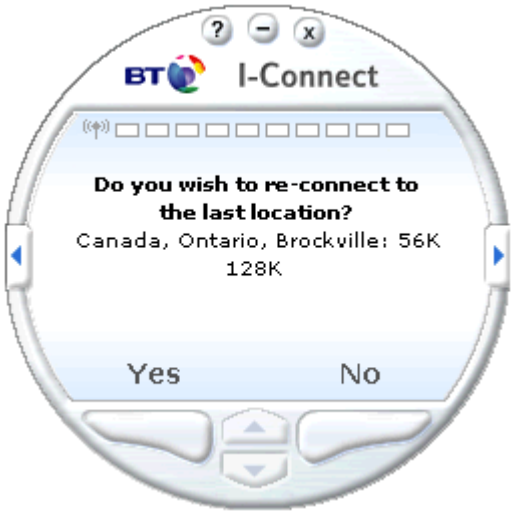


Step 9:
Enter your BT I-Connect user name and password and click **OK**.



Step 10:
BT I-Connect will now dial the phone number you have chosen and establish a dial-up connection.

Tip:
BT I-Connect will automatically remember your last dialled location: When you need to make another connection for the same country, after you click **Connect** on your chosen profile, just select **Yes** when prompted:



Summary

1. Select the International Dial option from the profiles in the central activity window.
2. Select the type of connection you are going to use and click **OK**.
3. Select **Country, Region or City** from the drop down menu and type your search match.
4. If you require a prefix number to attain an outside line, enter one in the space provided.
5. Select the ISP you wish to dial from the list provided.
6. Select your number and click **OK**.
7. Select the Phonebook for use with International Dial and click **OK**. BT I-Connect will initiate the connection.
8. Select the modem to use with the connection.

9. Enter your dial-up User Name and Password for use with International Dial and click **OK**.
10. BT I-Connect will know establish a connection with the phone number you have chosen.

Back up

BT Telecommunications PLC 2003-2005

3 Section 3: Additional Features

BT I-Connect has to ability to keep itself up to date with the latest release of the software, in order to add new features etc. It can also download the latest version of the internal search databases, so that you are always up to date with the best information. Both of these capabilities are under the control of BT I-Connect Support, via the installed connection profiles of your client.

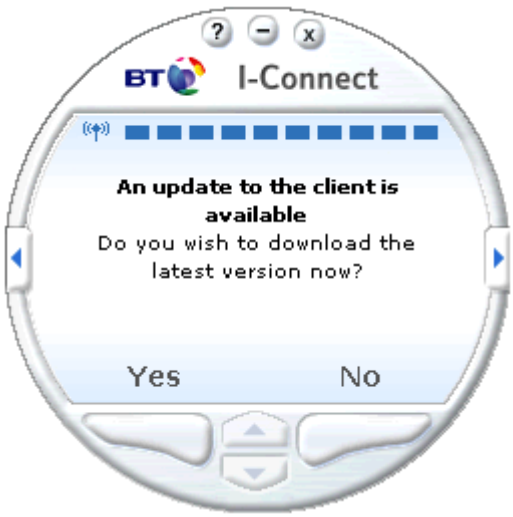
If updating is enabled, then when a newer version of the software or its search databases are released, you will be informed via an on screen message the next time an update check is made. This section describes how Software Updates and Database Updates are notified and downloaded.

Back up

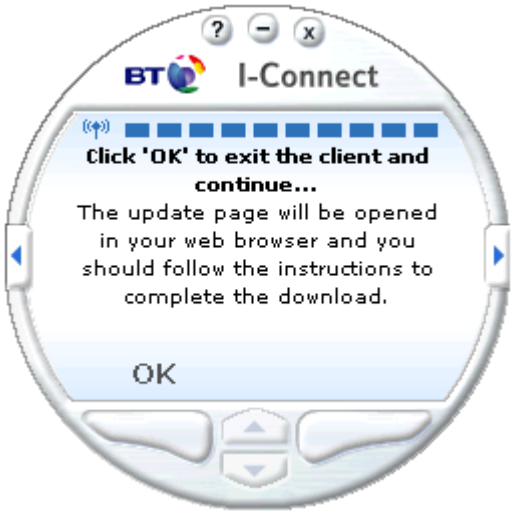
3.1 Software Updates

Periodically when you connect and depending on how BT I-Connect is configured, you may see the following screens informing you of an update to the software.

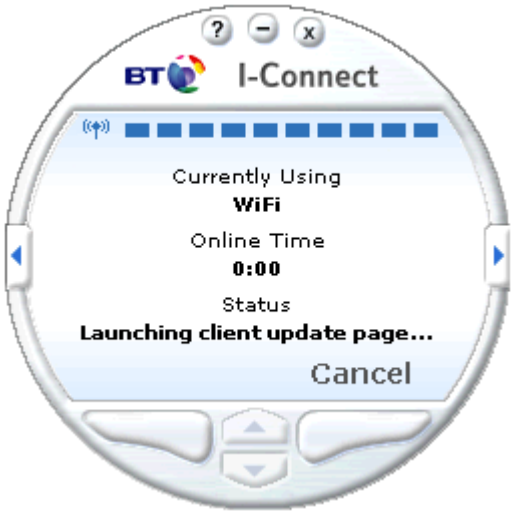
Interaction 1:
A software update is available for download. At this point you have the option of whether or not you wish to update your BT I-Connect software. If you choose not to update your version (by clicking the **No** button) your connection will progress as usual and you will be prompted when you next connect. If you wish to update, click **Yes.**



Interaction 2:
Choosing to update will display a new screen instructing you to click **OK**: this will launch a browser page will download details and then close your Client.


BT I-Connect
Click 'OK' to exit the client and continue...
The update page will be opened in your web browser and you should follow the instructions to complete the download.
OK

Interaction 3:
Click the **OK** button to continue. You should now follow the on screen instructions of the browser page to complete the BT I-Connect software update.



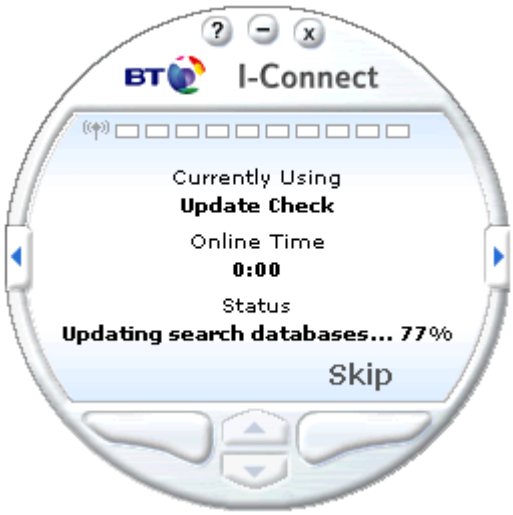
Back up

3.2 Database Updates

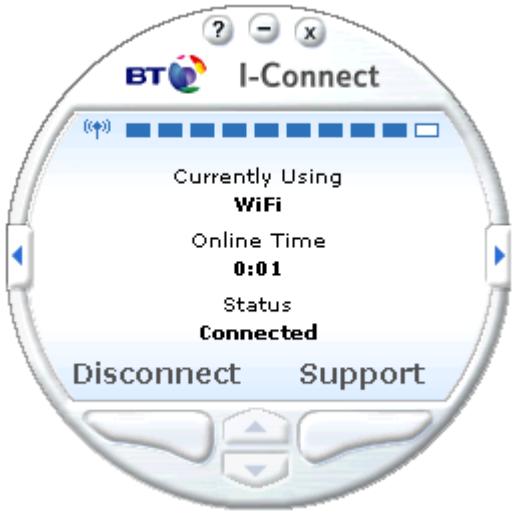
Periodically when you connect and depending on how BT I-Connect is configured, you may see the following screen interactions informing you of updates to the search databases. These databases hold information on WiFi Access Points and International Dial access numbers.

Interaction 1:
A database update is available for download. At this point you have the option of whether or not you wish to update your BT I-Connect search databases. If you choose not to update (by clicking the **No** button) your connection will progress as usual and you will be prompted when you next connect. If you wish to update, click **Yes.**

Interaction 2:
Choosing to update will automatically invoke the new database download. The status screen will inform of the current progress.



Interaction 3:
Following the update of the databases, BT I-Connect will continue to connect to your network as usual.



Back up

3.3 Announcements

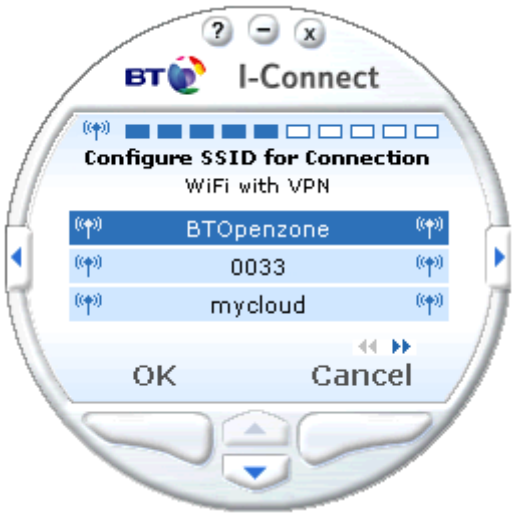
Announcements occur after a connection has been established and contain important BT I-Connect information. They are displayed in your default Internet browser (e.g. Internet Explorer).

Once your connection has been successfully established any new announcements will be displayed. Some announcements may be optional and in which case you will be prompted (see below) as to whether you want to view it or not. Click **Yes** to view the announcement, or **No** to ignore it.

Back up

3.4 WiFi

BT I-Connect includes 'Sniff and Set' functionality providing a one-click approach to Wireless access using a WiFi card. This allows BT I-Connect to search for Access Points within range and connect to them using the available hardware.



There are two different types of WiFi enabled profile - **WiFiAuto** and **WiFiManual**.

A **WiFiAuto** profile instructs the client to automatically connect to the best WiFi connection available.

A **WiFiManual** profile allows you to manually connect to an Access Point. BT I-Connect will display a dynamic list of all the detected Wireless Access Points, as shown above, or may be set to connect to a particular network.

To connect to WEP enabled wireless networks the profile entry **WiFi WEP Key** needs to contain the WEP key for the network. Also, **WiFi Encryption Mode** and **WiFi Authentication Mode** need to be configured correctly according to how the network is set up. The possible values and meanings of these entries are:

- **WiFi Encryption Mode** 0 = no encryption, 1 = WEP encryption.
- **WiFi Authentication Mode** 0 = Open, 1 = Shared, 2 = Auto (not supported by all WiFi card manufacturers).

If a WiFi profile is selected within the main window, the signal strength bar shows the detected signal strength for that Access Point. When the profile is in use the signal strength bar is continually updated with the current signal strength for the Access Point BT I-Connect is connected to. Hovering over the bar will produce a *Tool Tip* indicating the WiFi card that is being used, and the actual signal strength as a percentage.

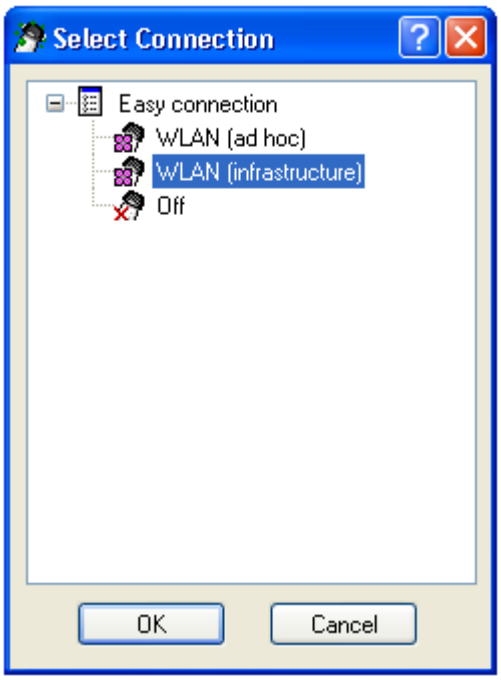
If a non-WiFi profile is selected, the signal strength bar is disabled and will appear greyed, as shown above.

See also
Troubleshooting
Frequently Asked Questions

Back up

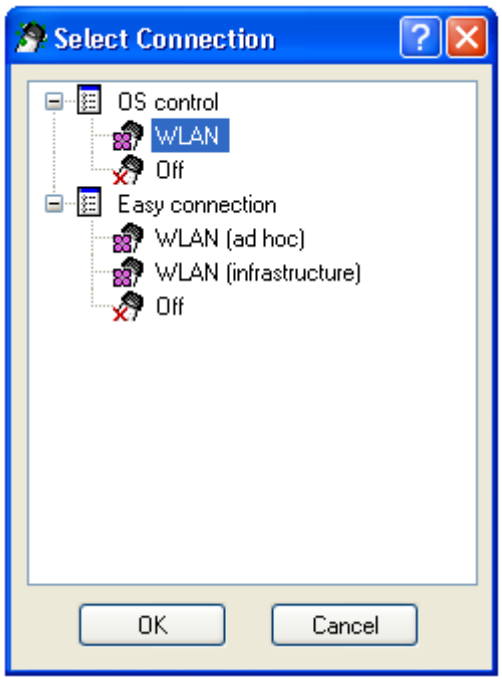
3.4.1 Nokia D211

For users of Nokia's D211 WiFi card it is recommended that on Windows 2000/XP the Nokia D211 V1.41 Beta drivers are used, contact your IT administrator if you require these drivers. The previous versions (as supplied on the installation CD) are unable to connect to certain Wireless Access Points and do not support encryption in BT I-Connect.



Under Windows 2000 when the Nokia D211 card is inserted, a dialog similar to that above will be displayed. To use the card with BT I-Connect you must select 'WLAN (infrastructure)' under the 'Easy connection' profile and click **OK**. This places the card into WiFi Mode. They will then be prompted for an SSID to connect to. A space (' ') is the recommended value for this dialog, but any of the listed SSID could also be selected.

Note: BT I-Connect creates a profile in the Nokia management software called 'BT Client Profile'. This is expected and the profile should be ignored.



When the card is inserted under Windows XP, a dialog similar to that above will be displayed. To use the card with BT I-Connect you must select 'WLAN' under the 'OS control' profile and click **OK**. This places the card into WiFi Mode and the Nokia card appears to Windows as a standard WiFi card.

Back up

3.4.2 SupportedWiFiCards

The following cards have been tested and are known to work with BT I-Connect.

However, any card that is supplied with an NDIS 5.1 driver is supported. This generally includes all WiFi adapters on Windows XP.

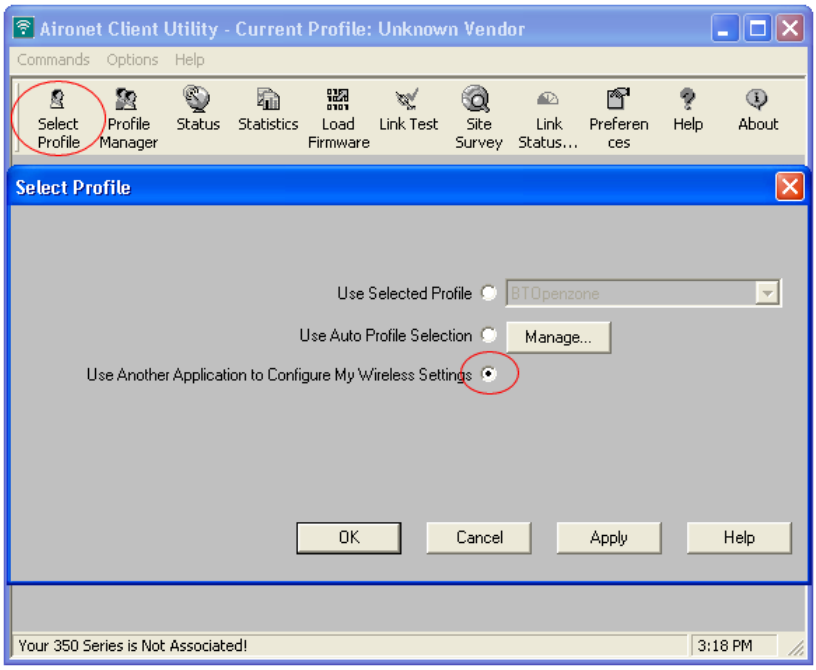
Make	Model	Driver Version	OS	WEP
3COM	3CRWE737A	3.0.19.24	XP	✓
3COM	3CRSHPW196	1.0.2.3000	98SE/2000/XP	✓
Actiontec	802CAT1	4.3.3.59	2000/XP	✓
Agere Systems	Toshiba Tecra T9000	7.16.0.189	2000/XP	✓
BT	Voyager 1010	2.8.7.283	2000/XP	✓
BT	Voyager 1020	4.3.3.57	98SE/2000/XP	✓
BT	Voyager 1030		XP	✓
Buffalo	WLI-PCM-L11GP	7.82.0.354	98SE/2000/XP	✓
Cisco	AIR Series	8.1.6.0	98SE/2000/XP	✓
Dell (Broadcom)	TrueMobile 1400	3.20.23.0	XP	✓
D-Link	DWL-650+	3.0.5.0	98SE/2000/XP	✓
D-Link	DWL-AG650	2.4.1.32	98SE/2000/XP	✓
D-Link	DWL-G650	1.2.0.1	2000/XP	✓
Intel	2100 (Centrino)	1.1.5.0	2000/XP	✓
LanExpress	AS IEEE 802.11g	2.4.1.21	XP	✓
Linksys	WPC54G	3.20.23.0	2000/XP	✓
Linksys	WUSB11 Ver 2.6	2.10.37.2010	2000/XP	XP
Netgear	WG121	0.11.0.1	2000/XP	✓
Netgear	WG511	1.0.6.0	98SE/2000/XP	✓
Netgear	MA401RA	1.7.37.0/2.1.1.200	98SE/2000/XP	✓
Nokia	D211	SW 4.33 FW 172	98SE/2000/XP	XP
Proxim	ORiNOCO Gold	7.82.0.354	98SE/2000/XP	✓
Sony	PCWA-C150S		2000	✓
Zoom	4100	1.7.37.0	2000/XP	✓

Back up

3.4.3 WiFi Troubleshooting

The follow applications are known to conflict with BT I-Connect.

Cisco Aironet Client Utility
The Cisco Aironet Client Utility is installed as part of the Cisco WiFi card installation. In order to use the Cisco WiFi card with BT I-Connect the software must be set to allow other software to manage the card. This is done by opening the Utility and clicking 'Select Profile'. From the dialog that is presented the user should select 'Use Another Application to Configure My Wireless Settings' and click **OK**.



Wireless Zero Configuration Service
The Wireless Zero Configuration Service (WZCSVC) is only found in Windows XP, and is used by Windows to control WiFi cards. It is automatically detected by BT I-Connect and is disabled on the launch of the first WiFi profile. It is restored when the client is closed down.

Back up

3.5 Session Timer

BT I-Connect features a session timer that automatically disconnects an active connection after it has been active for a set period of time. The exact functionality depends on how your profile's `Session Timer Period` and `Session Timer Warning` entries are configured.

Profile entry `Session Timer Period` controls how long in minutes a connection will be maintained, for example setting it to '240' will cause the automatic disconnection to occur four hours after the connection was established. Note that the maximum value this can be set to is 20160, which equates to fourteen days (14 days x 24 hours x 60 minutes).

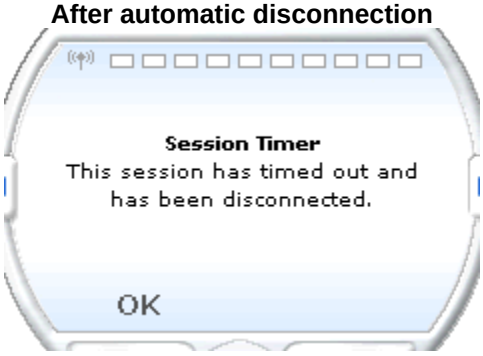
Entry `Session Timer Warning` specifies if a warning is to be displayed prior to the automatic disconnection, with the value determining how long in minutes the warning is displayed before the disconnection. For example, setting it to '5' will display the warning five minutes before disconnection.

The warning prompts you and gives you the option to extend the session by the length of time defined in `Session Timer Period` (by clicking **Yes**), or if you would like to let the disconnection happen (by clicking **No**). Clicking **No** would mean a countdown timer appears in the central window.

Warning

Clicked No

After automatic disconnection



Back up

3.6 Launching Web Pages/Applications

During the connection process BT I-Connect has the ability to launch applications or Web pages at various stages. These stages are as follows (with corresponding profile entry in parenthesis):

- Immediately when **Connect** is clicked (`Pre Connect URL`)
- After the connection has been established (`Post Connect URL`)
- Immediately when **Disconnect** is clicked (`Pre Disconnect URL`)
- After a connection has been fully disconnected (`Post Disconnect URL`)

To specify a web page to be opened at any one of these stages, you should simply set the corresponding profile entry to either 'http://' or 'https://' and then the URL. For example, to go to BT.com after connecting you would set `Post Connect URL` to 'http://www.bt.com'.

To specify an application or file to be opened at any one of these stages, you should simply set the corresponding profile entry to be the application/file name and path. For example, to launch a word document called `login.doc` located on your `C:` drive when **Connect** is clicked, you would set `Pre Connect URL` to be `c:\login.doc`. Note that if paths contain spaces, then they must be surrounded by double quotes, e.g. "`c:\program files\myapp\myapp.exe -v`"

Profile entry `Post Connect Delay` specifies how long in seconds the `Post Connect URL` should be opened after the connection has been established. So setting this to '5' will cause BT I-Connect to wait five seconds after successfully connecting before opening whatever is specified in `Post Connect URL`.

Profile entry `Pre Disconnect Delay` specifies how long in seconds the disconnection process should start after you click **Disconnect**. So setting this to '30' will cause BT I-Connect to wait thirty seconds after **Disconnect** is clicked before starting the disconnection.

3.7 VPN Support

Internal VPN Support

BT I-Connect supports Cisco and Nortel's VPN client software internally, meaning that they will be controlled automatically without you having to configure or run them. To use BT I-Connect with these VPN clients, you need an `Internal VPN` enabled profile (see mobilitysoftware.btglobalservices.com for these). Once a profile of this type is installed, you will be prompted for the various configuration settings when you connect to it for the first time. On subsequent connections you will be prompted for only a few these settings, as most are stored once they are entered the first time.

External VPN Support

This section describes how to set up an external VPN client with BT I-Connect. It is only recommended for advanced users and requires a good understanding of the VPN Client in use.

BT I-Connect can interact with VPN clients from any vendor that provide a command line interface. To do so you need an `External VPN` enabled profile installed (see mobilitysoftware.btglobalservices.com for these), with the following entries configured:

`External VPN Start Executable`
Executable used to start the VPN Client

`External VPN Start Parameters`
Parameters supplied to the start executable. This can contain the following variables that are used to substitute values from other profile entries:

Variable	Profile Entry
%user	`VPN User Name`
%pin	`VPN PIN/Password`
%serverip	`VPN Server 1/VPN Server 2`
%auth	`VPN Authorisation Type`
%code	`Secure Token`
%gid	`VPN Group`
%gpwd	`VPN Group Password`
%cert	`VPN Certificate String`

`External VPN Stop Executable`
Executable used to stop the VPN Client

`External VPN Stop Parameters`
Parameters supplied to the stop executable

`External VPN Up Adaptor Name`
The Network Adapter that becomes connected when the VPN is established.

External VPN Up Registry Key
The registry key that is set when the VPN is established.
This should be supplied in the form:
`"<registry hive>\<registry key>" = <value when active>`
The External VPN Up Registry Key format is as follows:

- `<registry key>` **must** be in double quotes, with the first character being a "
- `<registry hive>` **may** be specified. If not, HKEY_LOCAL_MACHINE is used.
- It **may** contain an = to check for equality. If not the key is checked for **existence only**.
- If equality value is in double quotes, it is a string value. If not quoted it is assumed to be numerical.

Example 1

Nortel Contivity VPN Client

`External VPN Start Executable`: C:\Program Files\Nortel Contivity VPN\extranet.exe
`External VPN Start Parameters`: -s -auth %auth -user %user -pwd %pin -serverip %serverip
`External VPN Stop Executable`: C:\Program Files\Nortel Contivity VPN\extranet.exe
`External VPN Stop Parameters`: -s -t
`External VPN Up Registry Key`: "Software\Nortel Networks\Extranet Access Client\Flipper"

This example starts the *extranet.exe* executable with a command line containing variables that will be substituted with values from other profile entries. These are the `VPN Authorisation Type`, `VPN User Name`, `VPN PIN/Password` and `VPN Server 1`/`VPN Server 2` entries. The VPN is known to be established when the *Flipper* value is present in the registry. No `External VPN Adapter Name` is specified. The *extranet.exe* executable is called with the Stop Parameters to stop the VPN.

Example 2

Cisco Systems VPN Client

`External VPN Start Executable`: C:\Program Files\Cisco Systems\VPN Client\vpnclient.exe
`External VPN Start Parameters`: connect Work user %user pwd %pin

`External VPN Stop Executable`: C:\Program Files\Cisco Systems\VPN Client\vpnclient.exe
`External VPN Stop Parameters`: disconnect
`External VPN Up Registry Key`: "Software\Cisco Systems\VPN Client\TunnelEstablished" = 1

This example starts the *vpnclient.exe* executable with a command line containing variables that will be substituted with values from other profile entries. These are the `VPN User Name` and `VPN PIN/Password`. It requires a pre-created VPN Profile called "Work" to be setup with the correct details for the connection. The VPN is known to be established when the *TunnelEstablished* registry value is equal to 1. No `External VPN Adapter Name` is specified. The *vpnclient.exe* executable is called with the Stop Parameters to stop the VPN.

Back up

4 Section 4: Support

This is where you'll be able to find solutions to issues you may encounter whilst using BT I-Connect.

Please consult both the troubleshooting page and the frequently asked questions (FAQ) page before contacting BT I-Connect Support. Contact Information.

The recommended course of action if you have a problem with BT I-Connect is as follows.

1. Consult this user guide, including the troubleshooting and FAQ sections.
2. Consult any supporting documentation for BT I-Connect produced by BT I-Connect Support.
3. Refer to any profile specific Contact Information details.
4. Contact BT I-Connect Support.

Back up

4.1 Troubleshooting

The following section describes issues that may be encountered whilst using BT I-Connect and proposed resolutions. Please consult this and the FAQ page before contacting your IT support department.

I don't have an icon on my desktop
There are no profiles list in the client
The profile I want is not listed
I can't install my profile
The "Connect" button does not come up when I select the profile I want to connect with
In the site search window I can't see all of a site name
My profile does not work. Whom do I contact?
I can't change the details listed in the profile window
I can't seem to connect with International Dial
I have tried to use an International Dial entry but cannot get connected
I have charges to my Hotel bill from connecting using the client. Is this correct?
I cannot see any International Dial entries for my location
The update to the Client has failed
The update to the search databases has failed

I don't have an icon on my desktop

If you have BT I-Connect installed and you have no icon on the desktop, it may have been deleted post installation. You can also use the BT I-Connect entry in the **Start -> Programs** menu item if present. To restore the desktop or menu shortcuts, you should repair the BT I-Connect installation using the Windows control panel Add/Remove Programs option.

Back up

There are no profiles listed in the client

Profiles are installed on a per user basis, so if you have logged on to Windows using a different user name then you will see a different profile set.

You can check if you have any profiles installed on disk, as they will be located on the drive on which Windows is installed in the directory structure `"\BT Remote Access\profiles\<name_of_logged_in_user>".`

If there are no profiles shown in that location, locate the profile files you have been sent (or request one) and double click the profile icon to install. See How to Install a Profile.

Back up

The profile I want is not listed

The central activity area of the Main Window can only display a limited number of profile entries: It may be that your required profile needs to be scrolled into view or it may even have been renamed. See the menu commands in the Main Window section for more details.

If the profile is not installed at all, locate the file you have been sent by BT I-Connect Support and double click to install. See How to Install a Profile.

Back up

I can't install my profile

When the profile is received make sure that the icon is doubled clicked, this will then install the profile in the correct location, see How to Install a Profile. If this does not resolve the issue please contact BT I-Connect Support for a new profile as your profile may be corrupt.

Back up

The "Connect" button does not come up when I select the profile I want to connect with.

This is generally due to the device or phonebook entry that is required for that connection profile not being available. This could be because the previously configured hardware is not present anymore or a Dial-Up Networking (DUN) phonebook entry has been deleted or renamed. To find out the reason, hover the mouse over the profile for a few seconds and a *Tool Tip* will appear.

If a profile has been configured with an old or incorrect device, then you may be able to edit the profile entry to select the correct one. To change a network adaptor, use the `Device Type` profile entry, whilst to change a DUN phonebook use the `Phonebook Entry` profile entry. See Checking and Modifying Profile.

If you cannot modify your profile as required, then contact BT I-Connect Support for a new profile or reinstall the original one using the same name to overwrite the current one.

An International Dial connection profile is also reliant on having the correct database present on your machine, before allowing you to press **Connect**. Confirm you have the latest search databases updated on your machine with your IT support department.

Back up

In the site search window I can't see all of a site name

If you hover your mouse over a site name, the full title will be shown as a *Tool Tip*.

Back up

My profile does not work. Whom do I contact?

Select the profile on BT I-Connect main window with a single left click, then click the **Support** soft

key and the Contact Information details for that profile will be displayed in the central activity window.

Back up

I can't change the details listed in the profile window

The profile has been created such that the fields are not user editable, please contact BT I-Connect Support if you require these fields to be changed.

Back up

I can't seem to connect with International Dial

Check the details of the phone line that you are calling to see if you require an additional number to get an outside line. Also check whether or not you need to use pulse dialling. These options are both available during the International Dial dial-up process. Check also the number you are dialling by ringing it from a phone and seeing if a high pitched noise (the remote computer answering) can be heard. See Connecting Using International Dial.

Back up

I have tried to use an International Dial entry but cannot get connected

It may be that the ISP is experiencing technical difficulties. Attempt to connect using another ISP.

Back up

I have charges to my Hotel bill from connecting using the client. Is this correct?

This depends on the International Dial entry you have selected and the charging policy of your hotel.

Back up

I cannot see any International Dial entries for my location

This could be for three reasons.

1. You may not have the latest International Dial database and should update to the latest one if you know your location is available. See Database Updates.

2. The database may not have recognised what you have typed in for search criteria. If you have typed in the whole place name try only using part of the name to avoid any misspelling. If you are searching by **City,** try searching by **Country** to reveal any countrywide International Dial entries or **Region** for your area. See Searching for WiFi Access Points.

3. The call access type you have selected may have filtered out available International Dial entries. Ensure that the call access type of the profile is correct for you hardware, or use a connection type if available e.g. **Analog** instead of **ISDN**.

Back up

The update to the Client has failed

This may be due to a dropped network connection. The software installer will not partially install so you will be able to connect with your existing version of BT I-Connect. You will be prompted to update your version when you next make a connection.

Back up

The update to the search databases has failed

This may be due to a dropped network connection. You will be prompted to update your search databases when you next make a connection.

Back up

4.2 Frequently Asked Questions

Below is a list of the most frequently asked questions (FAQ) about BT I-Connect. Click on the FAQ you want to investigate, to be taken to a possible solution. Please consult this and the Troubleshooting page before contacting BT I-Connect Support.

Where can I download the latest version of the Client?
How do I get help with the Client?
What is the personal firewall?
What is a profile?
How do I get a profile?
How do I install a profile?
I want to change my hardware. What do I need to do?
How do I check the version of my Client?
What is a VPN?
How do I change the details in my profile window?
Do I need to be an administrator to install the Client?
What charges can I expect when using International Dial?
Are the WiFi and International Dial databases updated?
I have received a message telling me that an update to the Client is available. What does this mean?
I have received a message telling me that an update to the search databases is available. What does this mean?
Can I use the Fast User Switching feature on Windows XP?

Where can I download the latest version of the Client?

Each time you connect using BT I-Connect, the Client can check for new versions of itself depending on the configuration of your profiles. If a new version is found on the update server, then you will be asked if you want to download the latest version.

Alternatively, you can contact BT I-Connect Support who can supply you with the appropriate URL or install disk.

Back up

How do I get help with the Client?

The recommended course of action if you have a problem with BT I-Connect is as follows.

1. Consult this user guide, including the troubleshooting and FAQ sections.
2. Consult any supporting documentation for BT I-Connect produced by your company.
3. Refer to any profile specific Contact Information details.
4. Contact BT I-Connect Support.

BT Telecommunications PLC 2003-2005

What is the personal firewall?

The personal firewall is an optional piece of software for BT I-Connect package. It protects your PC and corporate network from attacks when you are working remotely.

Back up

What is a profile?

A connection profile is a file that contains all the information you need to connect to your corporate network using BT I-Connect. For each connection method you will have a separate profile. See How to Install a Profile.

Back up

How do I get a profile?

Your connection profiles will be either installed when BT I-Connect is installed, given to you by BT I-Connect Support or made available on a web site for download. See How to Install a Profile.

Back up

How do I install a profile?

See How to Install a Profile.

Back up

I want to change my hardware. What do I need to do?

It is best to contact BT I-Connect Support who will issue you with a new profile to use with your new hardware, but you may be able to configure your own profile, see
The "Connect" button does not come up when I select the profile I want to connect with.

Back up

How do I check the version of my Client?

Right click anywhere on BT I-Connect and select **About BT I-Connect Access Client** from the menu.

Back up

What is a VPN?

VPN is short for Virtual Private Network. It is used within BT I-Connect connection to provide a secure path between your remote location and your corporate network, even though you may be using the public Internet as an access medium.

Back up

How do I change the details in my profile window?

See Checking and Modifying Profiles.

Back up

Do I need to be an administrator to install the Client?

For a *Standard Installation*, administrator privileges are not required, but they are needed for an *Advanced Installation.* See Running the Client for more information. You will additionally need administrator rights to install the VPN Client software.

Back up

What charges can I expect when using International Dial?

Charges depend on what selections you have made from the International Dial database and the charging policy of the establishment you are attempting to connect from.

If you have chosen an international Internet Service Provider (ISP) with a surcharge then the charge will appear on your monthly BT I-Connect bill. If you have chosen an ISP without a surcharge then your connection tariff will most likely be present on your hotel bill.

Back up

Are the WiFi and International Dial databases updated?

Yes. The search databases are updated centrally and are available depending on the configuration of your profiles. You will be notified of any updates when you log on to BT I-Connect and asked if you want to update your database. See Database Updates.

Back up

I have received a message telling me that an update to the Client is available. What does this mean?

This means that BT I-Connect has been updated and is available to download. See Software Updates.

Back up

I have received a message telling me that an update to the search databases is available. What does this mean?

This means that the WiFi and International Dial search databases have been updated and are available to download. See Database Updates.

Back up

Can I use the Fast User Switching feature on Windows XP?

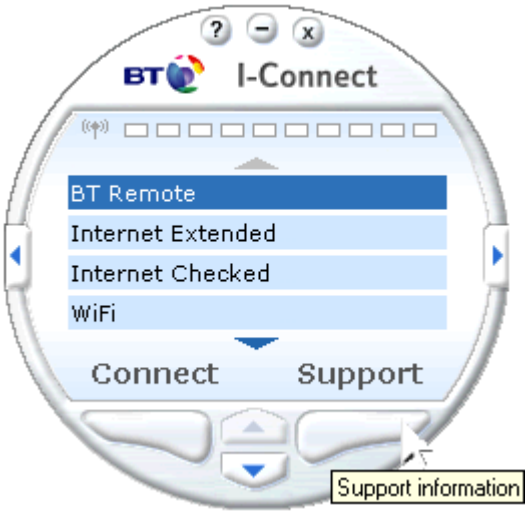
The use of the Fast User Switching feature on Windows XP is not recommended, and can produce unexpected results. We therefore suggest that Fast User Switching is disabled. This can be done from Control Panel->User Accounts then selecting 'change the way users log on or off' and unchecking the 'Use Fast User Switching' checkbox. If BT I-Connect was installed in Advanced Mode, Fast User Switching is automatically disabled.

Back up

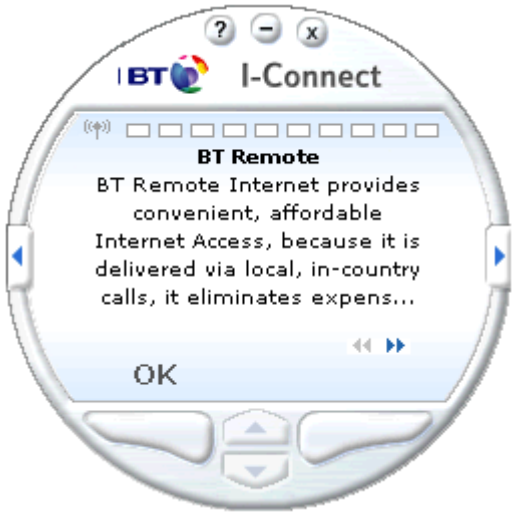
4.3 Contact Information

For each connection profile installed in BT I-Connect there is contact information for issues arising when using that particular profile. To view the support details for each of your profiles, follow the instructions below. Please consult the Troubleshooting and FAQ pages before contacting BT I-Connect Support.

Step 1:
Select the profile you wish to obtain the details for and click the **Support** soft key as indicated.



Step 2:
You will then be presented with the support details for that profile in the central activity window.


I-Connect
BT Remote
BT Remote Internet provides convenient, affordable Internet Access, because it is delivered via local, in-country calls, it eliminates expens...
OK

Back up

5 Version

BT I-Connect User Guide

Version 1.0.7.1

9th March 2005

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